Frequently Asked Questions (FAQs)

PowerChute™ Network Shutdown v4.0
Frequently Asked Questions

Summary

PowerChute™ Network Shutdown works in conjunction with the APC UPS Network Management Card to protect your physical and virtual IT environment from threats to IT availability. Network-based, graceful, unattended shutdown of your physical servers and virtual machines protects data integrity and reduces system downtime when critical events such as extended power outages occur. Its scalable architecture can support a virtually unlimited number of client systems. PowerChute Network Shutdown is easily configurable via a browser interface and supports Single, Redundant, Parallel and Advanced Redundant UPS configurations.

Questions

Page #

What are the key differences between PowerChute Network Shutdown v3.1 and v4.0? 1

Is PowerChute Network Shutdown v4.0 certified VMware Ready? 2

What UPS configurations are supported by PowerChute Network Shutdown v4.0? 2

Have I the correct UPS NMC and PowerChute Network Shutdown version for my UPS configuration? 3

What operating systems are supported by PowerChute Network Shutdown? 3

What are the benefits of the INI Configuration File? 4

What is the PowerChute Network Shutdown Product Center? 4

Can I replace the PowerChute self-signed SSL cert? 4

What are the benefits of Switched Outlet Support? 4

Where and how can I get PowerChute Network Shutdown 4.0? 4

What are the key differences between PowerChute Network Shutdown v3.1 and v4.0?

FEATURE	v3.1	v4.0
Ability to target the Host that Virtual Machines are migrated to (within same or different Cluster).	✖	✓
Supports migration of Virtual Machines across different geographical sites and clusters.	✖	✓
Option to choose the vSphere Web Client Plugin or legacy vSphere Desktop Client Plugin.	✖	✓
Microsoft System Center Virtual Machine Manager (SCVMM) Integration.	✖	✓
Advanced Redundant UPS configuration option monitors multiple setups and initiates graceful shutdown based on different redundancy levels.	✖	✓
Virtual Clusters supported by all UPS configurations (including Single, Redundant & Parallel).	✖	✓

© 2015 Schneider Electric, All rights reserved. All trademarks are owned by Schneider Electric or its affiliated companies.

Is PowerChute Network Shutdown 4.0 VMware Ready certified?

Yes, v4.0 has been certified VMware Ready by VMware (v3.1 was also certified).

What UPS configurations are supported by PowerChute Network Shutdown 4.0?

Single UPS Support:

- All Smart-UPS models with a SmartSlot (including Smart-UPS VT)
- Galaxy 300 (3:1 & 3:3), Galaxy 3500 (3:1 & 3:3), Galaxy 5000, Galaxy 7000
- Symmetra 1-Phase, Symmetra 3-Phase
- Symmetra PX

Redundant UPS Support:

- All Smart-UPS models with a SmartSlot (including Smart-UPS VT)
- Galaxy 3500 (3:1 & 3:3)
- Symmetra 1-Phase and Symmetra 3-Phase

Recommended: Application Note #98 (AN-98) *'Using PowerChute Network Shutdown in a Redundant UPS Configuration'* for further information including event handling in different shutdown scenarios.

Parallel UPS Support:

- Smart-UPS VT (Parallel-Capable)
- Galaxy 300 (3:1 & 3:3), Galaxy 3500 (3:1 & 3:3), Galaxy 5000, Galaxy 7000
- Symmetra PX 250 and Symmetra PX 500.

Recommended: Application Note #169 (AN-169) *'Using PowerChute Network Shutdown in Parallel Redundant or Parallel Capacity UPS Configurations'* for further information including event handling in different shutdown scenarios.

Advanced Configuration:

- All Smart-UPS models with a SmartSlot (including Smart-UPS VT)
- Galaxy 300 (3:1 & 3:3), Galaxy 3500 (3:1 & 3:3), Galaxy 5000, Galaxy 7000
- Symmetra 1-Phase, Symmetra 3-Phase
- Symmetra PX

Recommended: Application Note #186 (AN-186) *'Using PowerChute Network Shutdown in an Advanced Redundant UPS Configuration'* for further information.

© 2015 Schneider Electric, All rights reserved. All trademarks are owned by Schneider Electric or its affiliated companies.

Have I the correct UPS NMC and PowerChute Network Shutdown version for my UPS configuration?

UPS Operating Mode	UPS Model	UPS Network Management Card	PowerChute™ Network Shutdown (Recommended Version)
Single and Advanced	➢ All Smart-UPS models with a SmartSlot ➢ Smart-UPS VT Models ➢ Galaxy 3500 (3:1 & 3:3) ➢ Symmetra 1-Phase ➢ Symmetra 3-Phase ➢ Symmetra PX (excluding PX 250 & 500)	➢ AP9630 / AP9630CH ➢ AP9631 / AP9631CH ➢ AP9617*, AP9618*, AP9619* **Do not support SMX, SMT, SMC or SRT Smart-UPS Models*	v4.0
	➢ Galaxy 300 (3:1 & 3:3) ➢ Galaxy 7000	➢ AP9630 / AP9630CH ➢ AP9635 / AP9635CH	v4.0
	➢ Galaxy 5000 ➢ Symmetra PX 250 ➢ Symmetra PX 500	➢ AP9635 / AP9635CH	v4.0
	➢ Silcon DP3500E & Silcon BC3 (Single Only)	➢ AP9617, AP9618, AP9619	v2.2.4
Redundant	➢ All Smart-UPS models with a SmartSlot ➢ Smart-UPS VT Models ➢ Galaxy 3500 (3:1 & 3:3) ➢ Symmetra 1-Phase ➢ Symmetra 3-Phase	➢ AP9630 / AP9630CH ➢ AP9631 / AP9631CH ➢ AP9617*, AP9618*, AP9619* **Do not support SMX, SMT, SMC or SRT Smart-UPS Models*	v4.0
Parallel	➢ Smart-UPS VT (Parallel Capable Models) ➢ Galaxy 3500 (3:1 & 3:3)	➢ AP9630 / AP9630CH ➢ AP9631 / AP9631CH	v4.0
	➢ Galaxy 300 (3:1 & 3:3) ➢ Galaxy 7000	➢ AP9630 / AP9630CH ➢ AP9635 / AP9635CH	v4.0
	➢ Galaxy 5000 ➢ Symmetra PX 250 ➢ Symmetra PX 500	➢ AP9635 / AP9635CH	v4.0
	➢ Silcon DP3500E & Silcon BC3	➢ AP9617, AP9618, AP9619	v2.2.4

What operating systems are supported by PowerChute Network Shutdown?

PowerChute Network Shutdown software is tested with all new operating systems and service packs to ensure best-in-class operating system support. Keep up-to-date on the latest support with our operating system compatibility chart on the APC web site which is regularly updated. To be one step away from the latest information, save the following link to your favorites: http://www.apc.com/wp/?um=200

[**Please Note:** As this is a re-direct link, once you save the chart as a favorite, go to the favorite drop-down list, right click the bookmark, select properties and enter the actual URL address above and click ok. You need to do this to ensure that your favorite link will always automatically direct you to the most recent chart].

© 2015 Schneider Electric, All rights reserved. All trademarks are owned by Schneider Electric or its affiliated companies.

What are the benefits of the INI Configuration File?

There are two main reasons to use this INI file:

- To easily copy your configured settings from one PowerChute Network Shutdown installation to another.
- To edit settings that are not configurable via the User Interface.

Since the file is text-based, it can be edited using a text editor. The majority of the PowerChute configuration is available for modification through this text file. An example of an editable setting is if you forget your password, you can set a new one and also change the user name and authentication phase by editing the file. See 'Using pcnsconfig.ini' available in the Product Center section of PowerChute Network Shutdown for more details.

What is the PowerChute Network Shutdown Product Center?

When a new version of software is released, a user manual, installation guide and release notes accompany the update. The Knowledge Base also contains support and troubleshooting articles which can be accessed via www.apc.com/support.

For convenience, the 'Product Center' link under Help on the PowerChute Network Shutdown user interface provides access to the latest and most important troubleshooting documents at a glance.

Can I replace the PowerChute self-signed SSL cert?

PowerChute Network Shutdown uses a self-signed SSL cert by default for its web interface. Since v3.1, it's possible to use a certificate that has been signed by a Trusted CA instead of the self-signed certificate. For full instructions on how to do this, please see "Adding a Trusted Certificate to PowerChute for NMC communication" in the PowerChute Network Shutdown user guide that is available for download from the APC web site.

What are the benefits of Switched Outlet Support?

If you are using a UPS with switched outlet groups, you can use the Network Management Card with PowerChute Network Shutdown to take advantage of this UPS functionality. Switched Outlets can be configured via the Network Management Card with PowerChute Network Shutdown 3.x for the following key uses:

- Reboot hung equipment without affecting other loads. This is ideal for UPS's managed by a Network Management Card in remote locations to save dispatching technicians.
- Turn off select outlet groups in a pre-determined sequence to shed less critical equipment and conserve runtime.
- Disable an outlet group to prevent unauthorized personnel from plugging in additional devices that could potentially overload the UPS or reduce the on-battery runtime.

Where and how can I get PowerChute Network Shutdown 4.0?

If your UPS includes a Network Management Card or if it is purchased separately, the Network Management Card CD will contain PowerChute Network Shutdown software. However, if you did not receive v4.0 or are currently using an older version and would like to upgrade, you can simply download the newest version from the APC web site as follows:

© 2015 Schneider Electric, All rights reserved. All trademarks are owned by Schneider Electric or its affiliated companies.

- To go to the PowerChute Network Shutdown product information pages, go to www.apc.com, select Uninterruptible Power Supply (UPS) under 'Product and Services', and click 'UPS Management' and 'PowerChute Network Shutdown'. From here you can also access User Manuals, Application Notes and other product materials.
- To go directly to the download section, go to www.apc.com, select Software & Firmware, in the Filter by Software / Firmware Field, select 'Software Upgrades – PowerChute Network Shutdown' and submit.

SKU	PRODUCT DESCRIPTION	DISTRIBUTION
SFPCNS40	PowerChute Network Shutdown v4.0	Free download from the APC web site.
SFPCNS40-V	PowerChute Network Shutdown v4.0 for Virtualization (includes VMware Virtual Appliance)	Free download from the APC web site and the VMware Virtual Appliance Marketplace.

© 2015 Schneider Electric, All rights reserved. All trademarks are owned by Schneider Electric or its affiliated companies.